

# *Re-Entry Program*

BY  *CareSource™*



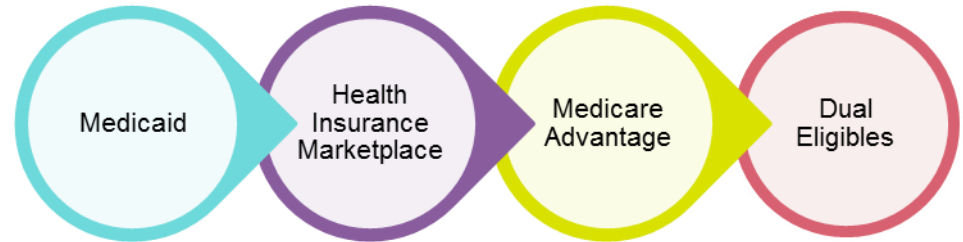
# *Our* MISSION

*To make a lasting difference in our members' lives by improving their health and well-being.*



## CARESOURCE

- A nonprofit health plan and national leader in Managed Care
- 27-year history of serving the low-income populations across multiple states and insurance products
- Currently serving over 1.8 million members in Kentucky, Ohio, Indiana, West Virginia and Georgia



**1.86M**  
members





## Concerns of Returning Citizens



# *Health Status of Returning Citizens*

Physical Health	Behavioral Health
40% have at least one chronic health condition	Up to 25% have serious mental illness (SMI)
Hepatitis C is 9 -10x higher	70% have substance use disorder (SUD)
Tuberculosis is 4x higher	High incidence of comorbid SUD and SMI
Sexually transmitted infections (STIs) are high	Post-traumatic Stress Disorder is prevalent
HIV is 4-5x higher	

# *The Risk of Transition*

- **3.5 x greater risk** of death in the first 12 weeks post-release
- **12.5 x greater risk** of death in the first two weeks post-release
- Most common causes of death are overdose, cardiovascular disease, suicide, and homicide



# *Our Members, Our Mission*



Disproportionate  
Chronic Health Needs



Complex Behavioral  
Health Needs



Significant Social  
Determinants of Health



# *Indiana Re-Entry Program*

# *The Indiana Re-entry Program*

- Dedicated team that focuses on offender education and post-release care coordination
- Engages with incarcerated individuals during pre-release classes in 15 state correctional facilities
- Shares data with Indiana Department of Correction (IDOC) and Family and Social Services Administration (FSSA)
- Meet regularly with FSSA and IDOC to improve processes around re-entry
- Administers Health Needs Screening (HNS) to determine the unique needs of the individual
- Supports transitions back to the community by leveraging internal and community partner resources





# *The Indiana Re-entry Program*

- Works in conjunction with over 30 community partners to serve the needs of returning citizens
- Engages with the member weekly at Marion County Re-entry Court
- Involves care management to assess and address health, well-being, and social needs
- Collaborates with CareSource JobConnect™
- Hosts Cost of Poverty Experiences, Re-entry version, throughout the state



# ***Re-entry Team Roles***

## **Criminal Justice Liaison**

- Conducts pre-release classes
- Administers the Health Needs Screening (HNS), a global assessment, that identifies behavioral health or medical needs
- Completes a transitions plan to address self-sufficiency goals
- Conducts 30, 60 and 90 outreach to members, at minimum
- Refers to Care Management and JobConnect™

## **Community Health Worker**

- Conducts face-to-face or telephonic outreach with members to link them with needed resources (food pantries, housing, clothing, shelter, and medically frail)




# Re-entry Operations

<b>Pre-Release Referral</b> <i>During in-reach, Offenders receive:</i>	<b>Re-Entry Team Services</b> <i>Post-Release Services include:</i>	<b>Additional Post-Release Services</b> <i>Post-Release Services include:</i>
<ul style="list-style-type: none"><li>• Education on Healthy Indiana Plan</li><li>• Info on Re-entry program and services offered by CareSource</li></ul>	<ul style="list-style-type: none"><li>• Engaging with Re-Entry Team and Transitions of Care Team</li><li>• Health Needs Screening</li><li>• Finding a Primary Care Physician</li><li>• Referrals to Behavioral Health providers</li></ul>	<ul style="list-style-type: none"><li>• Transitions of Care support</li><li>• Referrals to 1:1 Care Management</li><li>• Transportation assistance (\$)</li><li>• Employment support via JobConnect™</li><li>• Life Coach</li></ul>



# ***Provide Necessary Referrals***

- 
- Assist members in establishing a medical home
  - Coordinate referrals to specialty providers
  - Arrange transportation as necessary
  - Facilitate prior authorizations for services and medications
  - Make internal referrals: case management, medically frail, JobConnect, etc.
  - Make external referrals: food pantries, housing, support organizations



# *Coordination of Care*

- Place conference call to the Division of Family Resources (DFR) to have HIP benefits unsuspended
- If ineligible, provide information to the nearest Federally Qualified Health Clinic (FQHC)
- Review health benefits and coverage
- Highlight plan differences
- Encourage payment of POWER account contribution, if applicable
- Educate on insurance card
- Review care gaps/preventative screenings
- Locate a primary medical care provider (PMP) and schedule a new patient appointment
- Assist in obtaining prescribed medications
- Assist with obtaining necessary durable medical equipment
- Complete a transition plan to address self-sufficiency goals
- Targeted outreach to member at 30, 60 and 90 days post-discharge





# *Expungement*

CareSource will cover the cost of expungement for eligible members (up to \$500).

Members must:

- Not have pending charges in any state
- Pay all applicable fines, fees, court costs and restitution
- Wait the required time since offense or conviction
- Actively engage in re-entry or JobConnect™ programs
- Obtain letter of approval from prosecutor's office



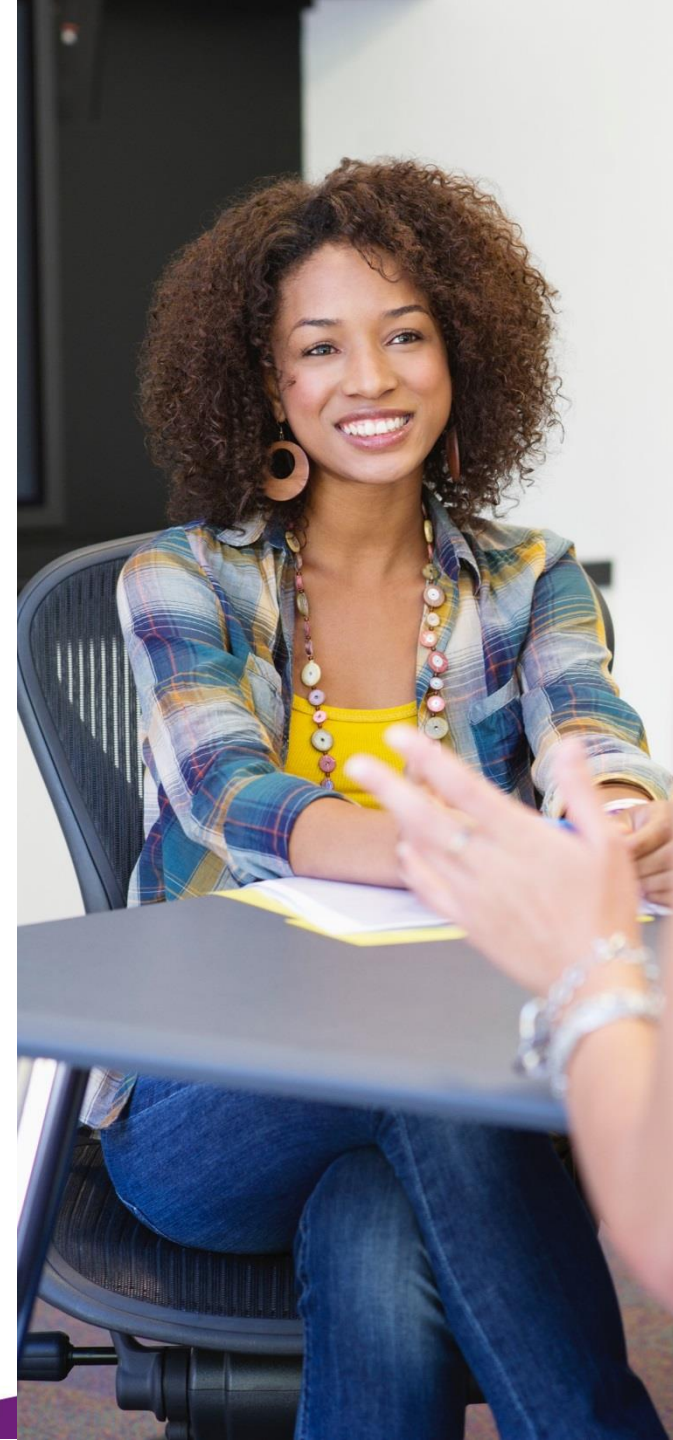
# JobConnect™

## VISION

CareSource JobConnect™ provides a holistic foundation to address the social determinants that impact a member's **HEALTH & OVERALL WELL-BEING.**

## MISSION

The mission of JobConnect™ is to make a **SUSTAINED IMPACT** in our members' lives by effectively **ADDRESSING THE OBSTACLES** that impede progress in a member's journey toward **SELF-SUFFICIENCY, IMPROVED HEALTH,** and **WELL-BEING.**





# LIFE SERVICES *JobConnect*™

## WHAT MAKES OUR EMPLOYMENT PROGRAM UNIQUE?

- **Leverages an integrated traditional health care model and a new social determinants of health program (Life Services)**, which re-envision CareSource's role in its members' lives.
- **Provides individualized risk assessment, case management and coaching assistance** to stabilize members by addressing their member-specific health and social obstacles before attaining (and retaining) long-term employment and self-sufficiency.
- **Partners with employers over the long-term** to provide a pipeline of work-ready candidates for real world positions and to support employee advancement for 24 months post-hire.





## CONSUMER IMPACTS

\*As of 1/8/2020

**536**

Members who have opted  
into Life Services.

Average Hourly  
Earnings\*

**\$12.10**

**42**

Successful  
Transitions  
off Medicaid  
and onto  
Employer  
Sponsored  
Insurance

**308**

Employed Members

Employer Partners

**189**

**2,920**

Total Community  
Referrals

**89%**

Members who have  
retained employment.

*\*Members newly employed through participating in JobConnect.*

CareSource Proprietary



# ***Criminal Justice and Employment***

- 36% of returning citizens do not have a GED or Diploma<sup>1</sup>
- Having a history of incarceration (jail or prison) can reduce your chance of being hired by 15-30%
- 60% of employers surveyed stated they would not consider hiring a job applicant with a criminal history
- Many job avenues are closed to those with a criminal record including: childcare, barber, nurse, security guards, etc.

1. <https://www.prisonlegalnews.org/news/2011/dec/15/study-shows-ex-offenders-have-greatly-reduced-employment-rates/>





# *Quality and Analytics*

# *Operational and Outcome Measures*

Monthly tracking and analysis on:

- Number of engaged and non-engaged re-entry members
- Completion of Health Needs Screening
- Medically Frail Determination
- Preventative Care
- Medical, Behavioral Health and Pharmacy Utilization
- Maternity Care
- Tobacco Use



# Early Trends



40% more likely to complete a health needs screening than unengaged members



20% more likely to obtain a preventative visit within a year



20% more likely to obtain a behavioral health visit within a year



4% less likely to go to the ED



16% more likely to be identified as medically frail



30% more likely to receive appropriate follow up after behavioral health hospitalization

# *How to Refer to Us*

- Via email at [IndianaRe-entry@CareSource.com](mailto:IndianaRe-entry@CareSource.com)
- Emma Dartis, Transition Coordination Manager at 317-982-6403
- Cord Hale, Criminal Justice Liaison at 317-982-6452
- Shenicka Pearson Moore, Criminal Justice Liaison at 317-282-3039
- Sara Hall, Criminal Justice Liaison at 317-617-6868



